


Your Safety and Wellbeing Are Important to Us



The safety and wellbeing of Penn Medicine at Home (PMAH) employees is something that we continue to take seriously. We are actively listening to you, looking for ways to make improvements, and rolling out new policies and procedures to help ensure your wellbeing as you continue to serve the critical needs of our patients in the home.

In 2024, we continued to roll out and strengthen new initiatives. Some of those are captured on this handout, but our **2024 Annual Report on Workplace Safety & Wellness** is also a valuable resource that you can view here: 



SCAN QR CODE
2024 Annual Report
on Workplace Safety
& Wellness

In 2024, we:

- Issued each field clinician a headlamp to improve visibility and precision during treatment in low light home environments – **STAFF RECOMMENDATION**



- Provided each field clinician a collapsible stool to serve as a clean seat, a clean work surface, or as a tool to elevate limbs during wound care – **STAFF RECOMMENDATION**



- Restructured the Workplace Safety & Wellness Committee (established in 2021) to include four subgroups of field clinicians and facilitated by leadership, including:



1. Standardized Safety Screening & Care Planning / Protocols
2. Standardized Safety Debrief / Huddle Process
3. Intellectual Tools – Safety Training
4. Physical Tools – Safety Toolkit

- Enhanced our patient messaging system to ensure patients are aware of our policies and procedures before you are in their homes



- Received approval for increased funding to enhance our system for awareness and reporting of safety events across the system



- Expanded training for managing aggressive behavior to focus more on phone-based staff and began offering synchronous classes. This training has reached more than 1,000 clinicians and is incorporated into new hire training



- Continued to work with Penn School of Veterinary Medicine to educate staff on animal encounters. New, expanded training in 2025 to include visit preparation/home screening, boundary setting, infection prevention, understanding animal behavior, decision making skills, and responding to crisis situations

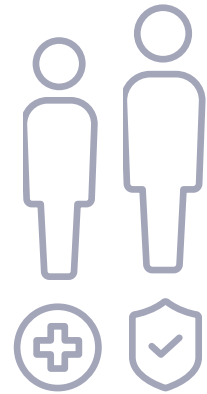


- Began roll out of the POM safety device, which is a keychain-sized personal safety device that instantly and discreetly connects employees with emergency help. The device sends a GPS location and starts two-way (or one-way) voice communication at the tap of a button. It also allows employees to create a fake call, auto call, or auto text to a mobile phone if employees are in an uncomfortable situation



Security Escorts

- Available 24-7 to accompany clinical staff to and from any visit
- 11 former police officers in plain-clothes with concealed weapon
- Escorts cover entire PMAH region, including Princeton and Lancaster
- No manager approval required – any clinician can request an escort
- Since spring 2020, the PMAH escort team has responded to ~ 2,800 requests



To request an escort:

1. Call or text **856-304-8281** (Mr. Bob Clements)
2. Provide your name and contact number
3. Provide the full address of the patient
4. Provide the time of the visit
5. Provide (if known) the reason for requesting security
6. Mr. Clements will acknowledge receiving the request by email or phone call and will text you back with the name of the security officer assigned.
7. Notify your Team Manager that an escort is needed so a security banner can be added to the patient's chart
8. Document in the patient's chart under environmental hazards the need for security escort
9. The officer will meet you at the address you provided and will text you when he/she is on location at the provided address.

Report Safety and Wellbeing Concerns

If you ever have any questions, concerns, or suggestions about safety and wellbeing, please immediately reach out to your manager or your HR Business Partner

